
Community Dispute Resolution Program



2004 Annual Report

Statistical Supplement

Michigan Supreme Court
State Court Administrative Office
Office of Dispute Resolution

TABLE OF CONTENTS

Centers' Contact Information.....	1
Center Program Summaries.....	4
2004 Statistics.....	24
Cost Per Case Analysis.....	38

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTERS' CONTACT INFORMATION

CDRP CENTERS' CONTACT INFORMATION

The following is a current listing of contact information for CDRP centers and is listed alphabetically by the primary county represented by the center.

BERRIEN, Branch, Cass, St. Joseph, Van Buren
Citizens Mediation Service, Inc.
2800 Cleveland Avenue, Suite 2
St. Joseph, MI 49085
Phone (269) 982-7898
Fax (269) 982-7899
E-Mail matt_balfe@citizensmediation.org
Website <http://www.citizensmediation.org>
Contact Matthew Balfe

CHARLEVOIX, Emmet
Citizen Dispute Resolution Service, Inc.
Northern Community Mediation
415 State St.
Petoskey, MI 49770
Phone (231) 487-1771
Fax (231) 487-1770
E-Mail Jane@NorthernMediation.org
Contact Jane Millar

CHIPPEWA, Luce, Mackinac
Eastern UP Dispute Resolution Center, Inc.
(LSSU Brown Hall, Office #2)
P.O. Box 505
Sault Ste. Marie, MI 49783
Phone (906) 635-2725
Fax (906) 635-2762
E-Mail cdrc@gw.lssu.edu
Contact LeRoy Pieri

DELTA, Menominee, Schoolcraft
Resolution Services Program
UPCAP Services, Inc.
P.O. Box 606 (2501 14th Ave. South)
Escanaba, MI 49829
Phone (906) 789-9580
Fax (906) 786-5853
E-Mail gocc@charterinternet.com
Website <http://www.upcapservices.com/other-resoservices.shtml>
Contact Cheryl Goc

GENESEE, Arenac, Bay, Clare, Gladwin, Midland,
Ogemaw, Roscommon, Saginaw
Community Dispute Resolution Center
of Genesee County, Inc.
315 East Court Street, Suite 200
Flint, Michigan 48502
Phone (810) 249-2619
Fax (810) 239-9545
E-Mail crcdayna@sbcglobal.net
Contact Dayna Harper

GOGEBIC, Baraga, Dickinson, Houghton, Iron,
Keweenaw, Ontonagon
Western UP Mediators
115 E. Ayer Street
Ironwood, MI 49938
Phone (906) 932-0010
Fax (906) 932-0033
E-Mail mediator@up.net
Contact Marvin LaGrew

GRAND TRAVERSE, Benzie, Leelanau, Missaukee,
Wexford
Community Reconciliation Services, Inc.
1022 E. Front Street, P.O. Box 1035
Traverse City, MI 49685-1035
Phone (231) 941-5835
Fax (231) 941-4530
E-Mail CRService@thirdlevel.org
Contact Gerry Sell

INGHAM, Clinton, Eaton, Gratiot, Ionia, Shiawassee
DRCCM
Dispute Resolution Center of Central Michigan
2929 Covington, Suite 201
Lansing, MI 48912
Phone (517) 485-2274
Fax (517) 485-1183
E-Mail drccm.beauregard@tds.net
Contact Karen Beauregard

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTERS' CONTACT INFORMATION

JACKSON, Hillsdale, Lenawee, Monroe
Southeastern Dispute Resolution Services
Community Action Agency
1214 Greenwood, P.O. Drawer 1107
Jackson, MI 49204
Phone (517) 784-4800
Fax (517) 784-5188
E-Mail mstanley@caajlh.org
Contact Marc Stanley

KALAMAZOO, Barry, Calhoun
Dispute Resolution Services
Gryphon Place
1104 South Westnedge Avenue
Kalamazoo, MI 49008
Phone (269) 552-3434
Fax (269) 381-0935
E-Mail bburnside@gryphon.org
Contact Barry Burnside

KENT, Isabella, Lake, Mecosta, Montcalm, Newaygo,
Osceola
Dispute Resolution Center of West Michigan
Community Reconciliation Center
678 Front Street, NW, Suite 250
Grand Rapids, MI 49504
Phone (616) 774-0121
Fax (616) 774-0323
E-Mail drcwestmich@hotmail.com
Website <http://www.drcwmich.org>
Contact Sandra Ward

MACOMB, St. Clair
The Resolution Center
176 S. Main Street, Suite 2
Mt. Clemens, MI 48043
Phone (586) 469-4714
Fax (586) 469-0078
E-Mail theresolutioncenter@mediate.com
Website <http://www.theresolutioncenter.com>
Contact Craig R. Pappas

MARQUETTE, Alger
Marquette-Alger Resolution Service
MSU Extension
184 US HWY 41 East
Negaunee, MI 49866
Phone (906) 475-5739
Fax (906) 475-5719
E-Mail marsmediation@yahoo.com
Contact Jennifer Frazier

MUSKEGON, Manistee, Mason, Oceana
Westshore Dispute Resolution Center
8 W. Walton Avenue
Muskegon, MI 49440
Phone (231) 727-6001
Fax (231) 727-6011
E-Mail wdrc@verizon.net
Contact David Cotter

OAKLAND
Oakland Mediation Center, Inc.
550 Hulet Drive, Suite 102
Bloomfield Hills, MI 48302
Phone (248) 338-4280
Fax (248) 338-0480
E-Mail bhanes@mediation-omc.org
Website <http://www.meditation-omc.org>
Contact Bonnie Hanes

OTSEGO, Alcona, Alpena, Antrim, Cheboygan, Crawford,
Iosco, Kalkaska, Montmorency, Oscoda
Presque Isle
Community Mediation Services
Otsego County
United Way Building
116 5th Street
Gaylord, MI 49735
Phone (989) 732-1576, (989) 705-1227
Fax (989) 705-1337
E-Mail mediation@voyager.net
Contact Grant Bliss

OTTAWA, Allegan
Center for Dispute Resolution
Macatawa Resource Center
665 - 136th Avenue
Holland, MI 49424
Phone (616) 399-1600
Fax (616) 399-1090
E-Mail cdrexec@macatawa.org
Website <http://www.centerfordisputeresolution.org>
Contact Connie Corriveau

TUSCOLA, Huron, Lapeer, Sanilac
Center for Dispute Resolution
Human Development Commission
429 Montague Avenue
Caro, MI 48723-1997
Phone (989) 672-4044
Fax (989) 673-2031
E-Mail peggyd@hdc-caro.org
Contact Peggy Davy

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTERS' CONTACT INFORMATION

WASHTENAW, Livingston

Dispute Resolution Centers of Michigan, Inc.

The Dispute Resolution Center

(110 N. Fourth Avenue, Suite 100)

P.O. Box 8645

Ann Arbor, MI 48107-8645

Phone (734) 222-3745

Fax (734) 222-3760

E-Mail drc@mimmediation.org

Website <http://www.mimmediation.org>

Contact Kaye Lang

WAYNE

Neighborhood Reconciliation Center

(Main Center)

3516 Cadieux

Detroit, MI 48224

Phone (313) 417-9400

Fax (313) 417-8426

E-Mail hlischeron@mediation-wayne.org

Website <http://www.mediation-wayne.org>

(Westside Center)

3907 S. Telegraph Rd.

Dearborn Heights, MI 48125

Phone (313) 561-3500

Fax (313) 561 3600

E-Mail hlischeron@mediation-wayne.org

Website <http://www.mediation-wayne.org>

Contact Howard Lischeron

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

CITIZENS MEDIATION SERVICES, INC.

Counties Served: Berrien, Branch, Cass, St. Joseph, and Van Buren

Director: Matthew Balfe

Office Address: 2800 Cleveland Avenue, Suite 2, St. Joseph, MI 49085

Email Address: execdir@gcctv.com

Website: www.citizensmediation.org

Start-Up Year: 1991

2004 Annual Budget of Overall Dispute Resolution Center: \$102,693.00

2004 CDRP Grant: \$77,000.00

Local Funding Sources: Foundation Grants and City Grants

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 36

Types of Cases Handled or Programs Offered: Community, Small Claims, General Civil, Family, Probate, Victim/Offender Reconciliation Program, Special Education, Civil Rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), and Equal Employment Opportunity Commission

Courts in Which Services are Provided or from Which Referrals are Received: 2nd Circuit, 43rd Circuit, 36th Circuit, 3-B District, 4th District, 5th District, 7th District–East, 7th District–West, 14th Probate Court, and 75th Probate Courts

Other Referral Sources: Department of Civil Rights, Intermediate School Districts, Postal Service, private attorneys, legal organizations, community organizations, and Social Service agencies

Types of Training Offered: Basic Mediator Training, Advanced Mediator Training, Court Certified Mediator Training, Parenting Mediation Training, Skill Building Workshops, and Conflict Resolution Training for the Workplace

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

NORTHERN COMMUNITY MEDIATION

Counties Served: Charlevoix and Emmet
Director: Dr. Jane Millar
Office Address: 415 State Street, Petoskey, MI 49770
Email Address: jane@northernmediation.org
Website: N/A

Start-Up Year: 1993

2004 Annual Budget of Overall Dispute Resolution Center: \$124,655.97
2004 CDRP Grant: \$70,441.65

Local Funding Sources: Charlevoix County and Emmet County

Total Number of Staff: 3
Total Number of Full-Time Equivalent Positions: 2
Total Number of Mediators: 35

Types of Cases Handled or Programs Offered: Victim/Offender Reconciliation Program, Post-Judgment, Small Claims, Consumer/Merchant, Breach of Contract, Juvenile, Landlord/Tenant, Neighborhood, Special Education, Divorce, Domestic Relations, Adult Offender, Assault, Employment, Civil Rights, Permanency Planning, Ordinance/Statute, Professional/Client, Property, and Public Policy

Courts in Which Services are Provided or from Which Referrals are Received: 33rd Circuit, 57th Circuit, 90th District, and 7th Probate Courts

Other Referral Sources: Friend of the Court, Family Independence Agency, attorneys, prosecuting attorneys, self-referrals, social service agencies, and churches

Types of Training Offered: 40-Hour Mediation, Conflict and Anger Management for Police, Conflict and Anger Management for Non-Profit Staffs

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

EUP COMMUNITY DISPUTE RESOLUTION CENTER

Counties Served: Chippewa, Luce, and Mackinac

Director: Leroy Pieri

Office Address: P.O. Box 505, Sault Sainte Marie, MI 49783

Email Address: cdrc@lssu.edu

Website: <http://eupmediate.lssu.edu>

Start-Up Year: 1993

2004 Annual Budget of Overall Dispute Resolution Center: \$62,610.59

2004 CDRP Grant: \$57,552.56

Local Funding Sources: Chippewa County Multi-Purpose Collaborative Body, Mackinac County Human Services Collaborative Body, Decisions to Actions

Total Number of Staff: 3

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 28

Types of Cases Handled or Programs Offered: Domestic Relations, Parent/Child, Small Claims, General Civil, Landlord/Tenant, Neighborhood, Family, and Facilitation

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 50th Circuit, 91st District, 92nd District, 6th Probate, and 17th Probate Courts, Sault Tribe of Chippewa Indians Court, and Bay Mills Tribe of Chippewa Indians Court

Other Referral Sources: County prosecutors, Decisions to Actions, police, and FIA

Types of Training Offered: 40-Hour Mediation, Communication and Conflict Resolution, and School Conflict Management

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

UPCAP RESOLUTION SERVICES PROGRAM

Counties Served: Delta, Menominee and Schoolcraft

Director: Cheryl A. Goc

Office Address: 2501 14th Avenue South, Escanaba, MI 49829

Email Address: gocc@charterinternet.com

Website: www.upcap.org

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$94,681.00

2004 CDRP Grant: \$82,161.00

Local Funding Sources: Delta and Menominee Counties

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 38

Types of Cases Handled or Programs Offered: General Civil, Victim/Offender Reconciliation Program, Divorce, Adult Guardianship, Special Education, Public Policy, Parent/Child, Civil Rights, and Workplace

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 41st Circuit, 47th Circuit, 93rd District, 94th District, 5th Probate, 21st Probate Court, and 55th Probate Court

Other Referral Sources: Schools, Prosecutors Office, law enforcement, Chamber of Commerce, and private attorneys

Types of Training Offered: General Civil, Victim/Offender, and Peer Mediation

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

COMMUNITY DISPUTE RESOLUTION CENTER
OF GENESEE COUNTY, INC.

Counties Served: Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, and Saginaw
Director: Dayna Harper
Office Address: 315 E. Court Street, Suite 200, Flint, MI 48502
Email Address: crccdayna@sbcglobal.net
Website: N/A

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$98,897.96
2004 CDRP Grant: \$91,097.52

Local Funding Sources: Contracts with U.S. Postal Service and the Civil Rights Commission

Total Number of Staff: 3
Total Number of Full-Time Equivalent Positions: 1
Total Number of Mediators: 60

Types of Cases Handled or Programs Offered: Special Education, Parenting Time, Custody, Divorce, Adult Guardianship, Landlord/Tenant, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), Civil Rights, Merchant/Consumer, and Neighborhood

Courts in Which Services are Provided or from Which Referrals are Received: 7th Circuit, 10th Circuit, 18th Circuit, 23rd Circuit, 34th Circuit, 42nd Circuit, 55th Circuit, 67th District, 68th District, 70th District, 75th District, 80th District, 81st District, 82nd District, 83rd District, 25th Probate, 6th Probate, 9th Probate, 17th Probate, 56th Probate, 65th Probate, 72nd Probate, and 73rd Probate Courts

Other Referral Sources: Friend of the Court

Types of Training Offered: 40-Hour Mediation

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

WESTERN U.P. MEDIATORS & TRAINING CENTER, INC.

Counties Served: Gogebic, Baraga, Dickinson, Houghton, Iron, Keweenaw, and Ontonagon

Director: Marvin La Grew

Office Address: 115 E. Ayer Street, Ironwood, MI 49938

Email Address: mediator@up.net

Website: N/A

Start-Up Year: 2000

2004 Annual Budget of Overall Dispute Resolution Center: \$75,241.75

2004 CDRP Grant: \$47,421.74

Local Funding Sources: Family Independence Agency

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 46

Types of Cases Handled or Programs Offered: General Civil, Small Claims, Divorce, Child Protection, Civil Rights, Adult Guardianship, Victim/Offender Reconciliation Program, and Special Education

Courts in Which Services are Provided or from Which Referrals are Received: 12th Circuit, 32nd Circuit, 41st Circuit, 95-B District, 97th District, 98th District, 7th Probate, 22nd Probate, 27th Probate, 31st Probate, 36th Probate, 42nd Probate, and 66th Probate Courts

Other Referral Sources: Attorneys, self-referrals, schools, and governmental agencies

Types of Training Offered: 40-Hour Mediation, Advanced Victim/Offender

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

COMMUNITY RECONCILIATION SERVICES, INC.

Counties Served: Grand Traverse, Leelanau, Benzie, Wexford, and Missaukee

Director: Gerry Sell

Office Address: 1022 E. Front Street, P.O. Box 1035, Traverse City, MI 49685

Email Address: crservice@thirdlevel.org

Website: N/A

Start-Up Year: 1990

2004 Annual Budget of Overall Dispute Resolution Center: \$83,538.00

2004 CDRP Grant: \$40,728.00

Local Funding Sources: N/A

Total Number of Staff: 1

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 57

Types of Cases Handled or Programs Offered: Conciliations, Consumer/Merchant, Employment, Landlord/Tenant, Domestic, Facilitation, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), Special Education, and Victim-Offender Reconciliation Program

Courts in Which Services are Provided or from Which Referrals are Received: 13th Circuit, 84th District, and 86th District Courts

Other Referral Sources: US Postal Service, US Forest Service, Michigan Departments of Civil Rights and Labor & Economic Growth, local units of government, social workers, mental health professionals, private attorneys, and former participants

Types of Training Offered: Basic Community Mediation, General Civil Mediation, Advanced Mediator Training (in-service program in cooperation with Circuit Court), and Training in Conflict Resolution Skills for Professionals

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION CENTER OF CENTRAL MICHIGAN

Counties Served: Ingham, Clinton, Eaton, Gratiot, Ionia, and Shiawassee

Director: Karen Beauregard

Office Address: 2929 Covington Court, Suite 201, Lansing, MI 48912

Email Address: drccm.beauregard@tds.net

Website: N/A

Start-Up Year: 1990

2004 Annual Budget of Overall Dispute Resolution Center: \$167,915.00

2004 CDRP Grant: \$86,000.00

Local Funding Sources: Permanency Planning Mediation Project Grant

Total Number of Staff: 1

Total Number of Full-Time Equivalent Positions: 3

Total Number of Mediators: 66

Types of Cases Handled or Programs Offered: Community, General Civil, Neighborhood, Property, Special Education, Permanency Planning, Domestic, Small Claims, and Employment

Courts in Which Services are Provided or from Which Referrals are Received: 54-A District, 54-B District, 55th District, 56th District, and 65th District Courts

Other Referral Sources: U.S. Postal Service, Department of Civil Rights, schools, attorneys, previous clients, law enforcement, and various government agencies

Types of Training Offered: General Civil Mediation, MCR 2.411 Training for MSU College of Law and Thomas M. Cooley Law School, Advanced Mediation Training, and Community Mediation Training

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

SOUTHEASTERN DISPUTE RESOLUTION SERVICES

Contract Provider: Community Action Agency
Counties Served: Jackson, Hillsdale, Lenawee, and Monroe
Director: Marc Stanley
Office Address: 1214 Greenwood Ave., Jackson, MI 49203
Email Address: mstanley@caajlh.org
Website: www.caajlh.org

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$115,160.00
2004 CDRP Grant: \$61,611.00

Local Funding Sources: The Emergency Shelter Grant

Total Number of Staff: 2
Total Number of Full-Time Equivalent Positions: 2
Total Number of Mediators: 35

Types of Cases Handled or Programs Offered: Small Claims, Juvenile, Divorce, Landlord/Tenant, Parenting Time, Special Education, Personal Protection Orders, Neighborhood, School Issues, and Civil Rights

Courts in Which Services are Provided or from Which Referrals are Received: 4th Circuit, 38th Circuit, 1st District, 2-A District, 12th District, and 58th Probate Courts

Other Referral Sources: Jackson County Schools, Intermediate School District, Monroe County Schools, Hillsdale Intermediate School District, Community Action Agency, private attorneys, clergy, Equal Employment Opportunity Commission, Monroe County Youth Center, and Lenawee Balance and Restorative Justice Community

Types of Training Offered: Basic Mediation Training, Juvenile Justice Mediation

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION SERVICES OF GRYPHON PLACE

Contract Provider: Gryphon Place
Counties Served: Kalamazoo, Barry, and Calhoun
Director: Barry Lee Burnside
Office Address: 1104 S. Westnedge Ave., Kalamazoo, MI 49008
Email Address: bburnside@gryphon.org
Website: www.gryphon.org

Start-Up Year: 1998

2004 Annual Budget of Overall Dispute Resolution Center: \$104,560.00
2004 CDRP Grant: \$79,000.00

Local Funding Sources: City of Kalamazoo, Youth United Way

Total Number of Staff: 2
Total Number of Full-Time Equivalent Positions: 2
Total Number of Mediators: 40

Types of Cases Handled or Programs Offered: General Civil, Small Claims, Landlord/Tenant, Guardianship, Victim/Offender Reconciliation Program, Permanency Planning, Equal Employment Opportunity Commission, Civil Rights, American with Disabilities Act, and Special Education

Courts in Which Services are Provided or from Which Referrals are Received: 9th Circuit, 8th District, 10th District, and 39th Probate Courts

Other Referral Sources: Michigan Department of Civil Rights, U.S. Postal Service, Public School, Public Safety, Neighborhood Association, attorneys, and City Government Legal Aid

Types of Training Offered: 40-Hour Mediation, Peer Mediation, Conflict Resolution Skills

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION CENTER OF WEST MICHIGAN

Counties Served: Kent, Isabella, Lake, Mecosta, Montcalm, Newaygo, and Osceola

Director: Sandy Ward

Office Address: 678 Front NW, Suite 250, Grand Rapids, MI 49504

Email Address: drcwestmich@hotmail.com

Website: www.drcwmich.org

Start-Up Year: 1986

2004 Annual Budget of Overall Dispute Resolution Center: \$204,019.47

2004 CDRP Grant: \$105,847.21

Local Funding Sources: City of Grand Rapids, Kent County

Total Number of Staff: 4

Total Number of Full-Time Equivalent Positions: 3

Total Number of Mediators: 52

Types of Cases Handled or Programs Offered: Divorce, Parent/Child, Custody, Parenting, Adult Guardianship, Estate Resolution, Small Claims, Victim/Offender Reconciliation Program, Juvenile, Agricultural, Civil Rights, Americans with Disability Act, Public Policy, Landlord/Tenant, and Neighborhood

Courts in Which Services are Provided or from Which Referrals are Received: 8th Circuit, 27th Circuit, 51st Circuit, 61st District, 62-B District, 63-A District, 63-B District, 64-B District, 76th District, 77th District, 78th District, 79th District, 43rd Probate, and 59th Probate Courts

Other Referral Sources: Local organizations, educational institutions, law enforcement, Grand Rapids Burton Heights Collaborative, The Center, Metro Ministries, The Source, Garfield Neighborhood Organization, Restorative Justice Coalition, MSU Extension in Kent County, United Growth Project, and Ferris St. University

Types of Training Offered: 40-Hour Mediation, Peer Mediation, Conflict Resolution, and Anger Management

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

THE RESOLUTION CENTER

Counties Served: Macomb and St. Clair

Director: Craig Pappas

Office Address: 176 S. Main Street, Suite 2, Mount Clemens, MI 48043

Email Address: theresolutioncenter@mediate.com

Website: www.theresolutioncenter.com

Start-Up Year: 1993

2004 Annual Budget of Overall Dispute Resolution Center: \$169,658.00

2004 CDRP Grant: \$137,798.00

Local Funding Sources: Macomb County Bar Foundation, Annual Fundraiser with Campaign Drive, and District Court

Total Number of Staff: 3

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 70

Types of Cases Handled or Programs Offered: Small Claims, General Civil, Parenting Time, Personal Protection Orders, Divorce, Victim/Offender Reconciliation Program, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), Civil Rights, Guardianship, Public Policy, Special Education, Parent/Child, Landlord/Tenant, Neighborhood, Consumer/Merchant, Facilitation, and Arbitration

Courts in Which Services are Provided or from Which Referrals are Received: 16th Circuit, 31st Circuit, 37th District, 38th District, 40th District, 41-B District, and 72nd District Courts

Other Referral Sources: Bar Association, government agencies, law enforcement, private attorneys, local broadcast media, legal aid, school districts, labor unions, state associations, and Prosecutor's Office

Types of Training Offered: 40-Hour Mediation, Peer Mediation, Conflict Resolution

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

MARQUETTE ALGER RESOLUTION SERVICE

Counties Served: Marquette and Alger

Director: Jennifer Frazier

Office Address: 184 US HWY 41 East, Negaunee, MI 49866

Email Address: marsmediation@yahoo.com

Website: N/A

Start-Up Year: 1992

2004 Annual Budget of Overall Dispute Resolution Center: \$99,338.50

2004 CDRP Grant: \$45,085.50

Local Funding Sources: Marquette County Circuit Court Counseling Fund, MSU Extension, County of Marquette, and Family Independence Agency

Total Number of Staff: 1

Total Number of Full-Time Equivalent Positions: 0

Total Number of Mediators: 26

Types of Cases Handled or Programs Offered: Divorce, Parenting Time, Property, Special Education, Victim/Offender Reconciliation Program, Civil Rights, Small Claims, and Permanency Planning

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 25th Circuit, 93rd District, 96th District, 5th Probate, and 52nd Probate Courts

Other Referral Sources: Family Independence Agency, Human Services organizations, law enforcement, self-referrals, government agencies, Mental Health and other counselors, and schools

Types of Training Offered: 40-Hour Mediation and Peer Mediation

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

WESTSHORE DISPUTE RESOLUTION CENTER

Counties Served: Muskegon, Manistee, Mason, and Oceana

Director: David Cotter

Office Address: 8 W. Walton Avenue, Muskegon, MI 49440

Email Address: wdrc@verizon.net

Website: N/A

Start-Up Year: 1992

2004 Annual Budget of Overall Dispute Resolution Center: \$145,837.00

2004 CDRP Grant: \$54,397.00

Local Funding Sources: N/A

Total Number of Staff: 3

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 40

Types of Cases Handled or Programs Offered: Special Education, Victim/Offender Reconciliation Program, Custody, Parenting Time, Landlord/Tenant, Consumer/Merchant, Divorce, Guardianship, Neighborhood, Property, Conciliations, Personal Protection Orders, Civil Rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), Restorative Justice, and Schools

Courts in Which Services are Provided or from Which Referrals are Received: 14th Circuit, 19th Circuit, 27th Circuit, 51st Circuit, 60th District, 78th District, 79th District, 85th District, 51st Probate, 53rd Probate, 61st Probate, and 64th Probate Courts

Other Referral Sources: Private attorneys, self-referrals, law enforcement, Family Independence Agency, Child & Family Services, schools, Probation Office, Legal Aid, and community and social service organizations

Types of Training Offered: Basic Mediation, Victim/Offender, and Dispute Resolution

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

OAKLAND MEDIATION CENTER

Counties Served: Oakland

Director: Bonnie Hanes, Active Executive Director

Office Address: 550 Hulet Drive, Suite 102, Bloomfield Hills, MI 48302

Email Address: bhanes@mediation-omc.org

Website: www.mediation-omc.org

Start-Up Year: 1989

2004 Annual Budget of Overall Dispute Resolution Center: \$405,172.00

2004 CDRP Grant: \$194,872.00

Local Funding Sources: N/A

Total Number of Staff: 8

Total Number of Full-Time Equivalent Positions: 5

Total Number of Mediators: 100

Types of Cases Handled or Programs Offered: Consumer/Merchant, Employment, Guardianship, Parenting Time, Landlord/Tenant, General Civil, Special Education, Neighborhood, Business and Contract Disputes, Insurance, and Small Claims

Courts in Which Services are Provided or from Which Referrals are Received: 6th Circuit, 46th District, 50th District, 51st District, 52-1 District, 52-2 District, and 52-3 District Courts

Other Referral Sources: Equal Employment Opportunity Commission, Michigan Department of Civil Rights, United States Postal Services, Oakland County Police Department, Michigan Special Education Programs, Michigan Education Association

Types of Training Offered: 40-Hour SCAO Approved Civil Court Mediator Training, 40-Hour Approved Community Mediator Training, 8-Hour Advanced Mediator Training, 6-Hour Civil Court Procedures Training, Domestic Relationship Mediator Training, and Peer Mediation Conflict Training

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

COMMUNITY MEDIATION SERVICES

Contract Provider: Otsego County

Counties Served: Otsego, Alcona, Alpena, Antrim, Cheboygan, Crawford, Iosco, Kalkaska, Montmorency, Oscoda, and Presque Isle

Director: Grant Bliss

Office Address: 116 5th Street, Gaylord, MI 49735

Email Address: mediation@voyager.net

Website: N/A

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$85,161.05

2004 CDRP Grant: \$82,277.05

Local Funding Sources: N/A

Total Number of Staff: 5

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 88

Types of Cases Handled or Programs Offered: Permanency Planning Mediation Project, Victim/Offender, Civil, Community, Guardianship, Parent/Child, Special Education, Civil Rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), and Equal Employment Opportunity Commission

Courts in Which Services are Provided or from Which Referrals are Received: 23rd Circuit, 26th Circuit, 46th Circuit, 53rd Circuit, 82nd District, 86th District, 89th District, 87th District, 88th District, and 81st District Courts, 1st Probate, 4th Probate, 5th Probate, 16th Probate, 20th Probate, 35th Probate, 40th Probate, 60th Probate, 68th Probate, 69th Probate, and 71st Probate Courts

Other Referral Sources: Government Agencies, Outreach Program, attorneys, self-referrals

Types of Training Offered: 40-Hour Mediator Training

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

CENTER FOR DISPUTE RESOLUTION

Counties Served: Ottawa and Allegan

Director: Connie Corriveau

Office Address: 665 136th Avenue, Suite 100, Holland, MI 49424

Email Address: cdrexec@macatawa.org

Website: www.centerfordisputeresolution.org

Start-Up Year: 1993

2004 Annual Budget of Overall Dispute Resolution Center: \$103,213.00

2004 CDRP Grant: \$39,353.00

Local Funding Sources: City of Holland Grant

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1.6

Total Number of Mediators: 35

Types of Cases Handled or Programs Offered: Community, Small Claims, Custody, Parenting Time, Personal Property Disbursement, Victim/Offender Reconciliation Program, Special Education, Adult Guardianship, Civil Rights, and United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly)

Courts in Which Services are Provided or from Which Referrals are Received: 58th District, 70th Probate, and 3rd Probate Courts

Other Referral Sources: Local government, private attorneys, educational institutions, social service agencies, and Michigan Department of Civil Rights

Types of Training Offered: Community Mediation Training, Staff Development Programs in the Practice of Mediation, Fundamental Mediation Skills for Personal/Professional Development, and Customized Training for Organizations

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

HDC CENTER FOR DISPUTE RESOLUTION

Contract Provider: Human Development Commission
Counties Served: Huron, Lapeer, Sanilac and Tuscola
Director: Peggy Davy
Office Address: 429 Montague Avenue, Caro, MI 48723
Email Address: peggyd@hdc-caro.org
Website: N/A

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$60,706.00
2004 CDRP Grant: \$39,458.90

Local Funding Sources: Human Development Commission and Sanilac County Family Court

Total Number of Staff: 2
Total Number of Full-Time Equivalent Positions: .85
Total Number of Mediators: 12

Types of Cases Handled or Programs Offered: Neighborhood, Consumer/Merchant, Professional/Client, Parent/Child, Estates Resolution, Landlord/Tenant, Mortgagee/Mortgagor, Construction and Contractor Issues, Permanency Planning, Special Education, Agricultural¹, Homeless Prevention Project, and Civil Rights

Courts in Which Services are Provided or from Which Referrals are Received: 24th Circuit, 40th Circuit, 71-A District, 71-B District Court, 73-A District, and 76th Probate Courts

Other Referral Sources: Blue Water Center for Independent Living, Information & Referral, Family Independence Agency, Prosecuting Attorney, Michigan Department of Civil Rights, Federal/State/Local Farm Service Agencies, Federal/State/Local Natural Resource Conservation, Michigan Rural Development, Lakeshore Legal Aid, schools, attorneys, governmental agencies, private and civic organizations, law enforcement, and HUD/MSHDA local community development block grant administrators

Types of Training Offered: 40-Hour Mediation, Michigan Agricultural Mediation Program Training for Mediators, Assistants, MSU and USDA Agency Personnel, and site specific trainings

¹ Agricultural Mediation is also provided through a grant from the USDA, administered by Michigan State University, to the following counties: Alcona, Alger, Alpena, Antrim, Arenac, Baraga, Bay, Charlevoix, Cheboygan, Chippewa, Clare, Clinton, Crawford, Delta, Dickinson, Emmet, Genesee, Gladwin, Gogebic, Gratiot, Houghton, Huron, Isoco, Iron, Isabella, Kalkaska, Keweenaw, Lapeer, Luce, Mackinac, Macomb, Marquette, Menominee, Midland, Missaukee, Monroe, Montgomery, Oakland, Ogemaw, Ontonagon, Oscoda, Otsego, Presque Isle, Roscommon, St. Clair, Saginaw, Sanilac, Schoolcraft, Tuscola and Wayne.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION CENTERS OF MICHIGAN, INC.

Counties Served: Washtenaw and Livingston

Director: Kaye L. Lang

Office Address: 110 N. Fourth Avenue, Suite 100, Ann Arbor, MI 48107

Email Address: langk@ewashtenaw.org

Website: www.mimmediation.org

Start-Up Year: 1994

2004 Annual Budget of Overall Dispute Resolution Center: \$222,246.00

2004 CDRP Grant: \$90,143.00

Local Funding Sources: Washtenaw County and Livingston County

Total Number of Staff: 6

Total Number of Full-Time Equivalent Positions: 4

Total Number of Mediators: 60

Types of Cases Handled or Programs Offered: Parent/Child, Guardianship, Permanency Planning, Domestic Relations, Community, Special Education, Employer/Employee, Landlord/Tenant, Business/Consumer, and Small Claims

Courts in Which Services are Provided or from Which Referrals are Received: 14-A District, 53rd District, and 81st Probate Courts

Other Referral Sources: Michigan Department of Civil Rights, Michigan Department of Consumer and Industry, Family Independence Agency, Fox 2 Problem Solvers

Types of Training Offered: General Civil Mediator Training, Basic Community Mediation Training, Mediator as Facilitator, Parent/Child Mediator, Kinship Care Mediator, Customized Mediation and Conflict Resolution Skills Training

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

MEDIATION SERVICE OF THE
NEIGHBORHOOD RECONCILIATION CENTER

Counties Served: Wayne
Director: Howard A. Lischeron
Office Address: 3516 Cadieux, Detroit, MI 48224
Email Address: hlischeron@mediation-wayne.org
Website: www.mediation-wayne.org

Start-Up Year: 1987

2004 Annual Budget of Overall Dispute Resolution Center: \$501,581.00
2004 CDRP Grant: \$376,759.00

Local Funding Sources:

Total Number of Staff: 7
Total Number of Full-Time Equivalent Positions: 7
Total Number of Mediators: 140

Types of Cases Handled or Programs Offered: General Civil, Small Claims, Probate, Juvenile, Permanency Planning, Visitation, Post-Divorce, Neighborhood, Consumer/Merchant, Civil Rights, Workplace, and United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly)

Courts in Which Services are Provided or from Which Referrals are Received: 3rd Circuit, 18th District, 19th District, 21st District, 23rd District, 29th District, 30th District, 33rd District, 35th District, 36th District, and 3rd Probate Courts

Other Referral Sources: Law enforcement, United States Postal Service, Michigan Department of Civil Rights, schools, and Social Service agencies

Types of Training Offered: 40-Hour Court Rule Mediator Training and custom-designed dispute resolution programs

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Citizens Mediation Service, Inc. Berrien	Northern Community Mediation Charlevoix	Eastern UP Dispute Resolution Center, Inc. Chippewa
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	127	43	34
Mediated to agreement	148	167	86
Mediated without agreement	78	54	16
Facilitated	13	4	26
Arbitrated	0	0	0
Unamenable for mediation	12	5	2
Avg. duration of mediation (minutes)	104.4	93.3	92.5
Total fees received	\$5,095.00	\$1,040.00	\$6,555.00
Total amount of money distributed due to agree	\$537,687.78	\$280,001.74	\$40,851.29
No. of cases in which money was distributed	212	99	31
If No Mediation Held			
Initiator refuses to mediate	9	7	155
Respondent refuses to mediate	71	28	51
Initiator failed to show	7	1	0
Respondent failed to show	22	4	3
Both failed to show	1	2	0
Case dismissed by initiator	97	43	27
Unable to contact respondent	26	10	74
Loss of contact	16	16	23
<u>(Total A)</u>	627	384	497
Additional Case Information Totals			
Returnee to mediation:			
New matter	51	4	13
Remediation of old matter	2	0	1
Non-compliance of old matter	1	2	0
Number of cases accepted	641	406	492
<u>Number of cases disposed</u>	627	384	497
Number of individuals served	903	816	1115
Number of businesses served	438	114	333
Average number of days-intake to disposition	41.5	30.0	14.0
Case accepted where lawsuit initiated	506	296	363
Case resolved where lawsuit initiated	315	180	62
Sucessfully mediated case referred elsewhere	1	1	2
Non-mediated case referred elsewhere	1	0	4

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Citizens Mediation Service, Inc. Berrien	Northern Community Mediation Charlevoix	Eastern UP Dispute Resolution Center, Inc. Chippewa
Sixty day Follow-up			
Parties kept their agreement	156	8	56
Parties did not keep their agreement but agree to return to mediation	0	0	1
Parties did not keep their agreement and declined mediation	11	1	17
Lawsuit was resumed or filed	4	0	0
Referral Source			
Business/corporation	3	5	3
Community organization	0	2	4
Court	540	298	368
Friend	0	7	1
Government unit	17	5	8
Legal organization	11	1	0
Outreach efforts	1	0	3
Police, sheriff, state police	3	1	0
Private attorney	10	19	0
Prosecutor	0	3	10
Advertisement	0	2	0
Religious organization	0	0	0
School system	8	0	4
Self-referrals	31	33	51
Social service organization	2	7	45
Other	1	1	0
Dispute Type			
Adult offender	2	2	0
Assaults	1	0	0
Consumer/merchant	266	22	99
Breach of contract	55	138	118
Domestic relations	33	65	108
Employment	15	3	10
Juvenile offender	2	12	0
Landlord/tenant	56	30	75
Neighborhood	16	7	5
Noise/nuisance	1	1	1
Ordinance violation	0	2	4
Professional/client	67	19	13
Property	41	11	25
School problems	11	2	7
Trespass	2	1	1
Other	59	69	31

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	UPCAP Services Inc. Delta	Comm. Dispute Resolution Center of Genesee Cty, Inc. Genesee	Western UP Mediators Gogebic
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	27	3	82
Mediated to agreement	135	220	96
Mediated without agreement	16	116	27
Facilitated	17	0	1
Arbitrated	0	0	0
Unamenable for mediation	2	5	2
Avg. duration of mediation (minutes)	102.8	118.0	74.9
Total fees received	\$3,135.00	\$21,100.00	\$0.00
Total amount of money distributed due to agree	\$585,438.39	\$342,999.84	\$1,105,904.73
No. of cases in which money was distributed	88	32	44
If No Mediation Held			
Initiator refuses to mediate	1	6	0
Respondent refuses to mediate	35	21	5
Initiator failed to show	3	3	1
Respondent failed to show	51	25	6
Both failed to show	2	5	1
Case dismissed by initiator	1	16	1
Unable to contact respondent	19	17	0
Loss of contact	2	12	0
<u>(Total A)</u>	311	449	222
Additional Case Information Totals			
Returnee to mediation:			
New matter	0	10	53
Remediation of old matter	0	13	14
Non-compliance of old matter	0	0	3
Number of cases accepted	303	453	245
<u>Number of cases disposed</u>	311	449	222
Number of individuals served	945	946	503
Number of businesses served	108	123	109
Average number of days-intake to disposition	18.8	16.5	7.8
Case accepted where lawsuit initiated	30	277	78
Case resolved where lawsuit initiated	0	130	60
Successfully mediated case referred elsewhere	1	0	0
Non-mediated case referred elsewhere	2	1	0

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	UPCAP Services Inc. Delta	Comm. Dispute Resolution Center of Genesee Cty, Inc. Genesee	Western UP Mediators Gogebic
Sixty day Follow-up			
Parties kept their agreement	67	0	109
Parties did not keep their agreement but agree to return to mediation	0	0	3
Parties did not keep their agreement and declined mediation	0	0	8
Lawsuit was resumed or filed	23	0	1
Referral Source			
Business/corporation	0	0	0
Community organization	12	0	0
Court	255	298	161
Friend	4	0	0
Government unit	3	64	1
Legal organization	1	32	1
Outreach efforts	4	1	1
Police, sheriff, state police	1	0	0
Private attorney	9	4	4
Prosecutor	3	0	0
Advertisement	1	1	0
Religious organization	1	0	0
School system	6	5	5
Self-referrals	9	40	39
Social service organization	2	1	9
Other	0	3	1
Dispute Type			
Adult offender	14	0	0
Assaults	2	0	1
Consumer/merchant	82	39	21
Breach of contract	6	1	12
Domestic relations	33	247	131
Employment	3	60	4
Juvenile offender	97	0	3
Landlord/tenant	11	2	17
Neighborhood	1	4	1
Noise/nuisance	0	0	2
Ordinance violation	0	1	0
Professional/client	21	3	4
Property	8	1	8
School problems	5	58	4
Trespass	0	1	0
Other	28	32	14

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Community Reconciliation Services, Inc. Grand Traverse	Dispute Resolution Center of Central Michigan Ingham	Community Action Agency Jackson
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	109	193	63
Mediated to agreement	79	138	78
Mediated without agreement	30	58	43
Facilitated	3	4	6
Arbitrated	0	0	0
Unamenable for mediation	11	4	19
Avg. duration of mediation (minutes)	124.0	138.5	141.0
Total fees received	\$7,659.00	\$22,636.94	\$0.00
Total amount of money distributed due to agree	\$508,176.25	\$1,111,684.64	\$126,117.58
No. of cases in which money was distributed	138	310	49
If No Mediation Held			
Initiator refuses to mediate	7	56	5
Respondent refuses to mediate	73	45	22
Initiator failed to show	2	3	6
Respondent failed to show	1	0	48
Both failed to show	1	0	13
Case dismissed by initiator	12	12	10
Unable to contact respondent	1	10	4
Loss of contact	0	40	3
<u>(Total A)</u>	329	563	320
Additional Case Information Totals			
Returnee to mediation:			
New matter	1	0	0
Remediation of old matter	0	0	0
Non-compliance of old matter	0	0	0
Number of cases accepted	337	490	338
<u>Number of cases disposed</u>	329	563	320
Number of individuals served	472	686	1171
Number of businesses served	178	364	230
Average number of days-intake to disposition	21.5	21.5	33.0
Case accepted where lawsuit initiated	286	338	204
Case resolved where lawsuit initiated	174	203	0
Sucessfully mediated case referred elsewhere	0	0	2
Non-mediated case referred elsewhere	3	0	0

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Community Reconciliation Services, Inc. Grand Traverse	Dispute Resolution Center of Central Michigan Ingham	Community Action Agency Jackson
Sixty day Follow-up			
Parties kept their agreement	16	200	18
Parties did not keep their agreement but agree to return to mediation	0	0	0
Parties did not keep their agreement and declined mediation	3	31	0
Lawsuit was resumed or filed	0	17	0
Referral Source			
Business/corporation	7	0	2
Community organization	2	4	6
Court	286	419	227
Friend	0	0	0
Government unit	11	64	17
Legal organization	1	4	9
Outreach efforts	0	6	18
Police, sheriff, state police	0	6	3
Private attorney	5	17	1
Prosecutor	1	0	3
Advertisement	0	0	0
Religious organization	0	0	0
School system	2	12	10
Self-referrals	10	28	9
Social service organization	3	1	15
Other	1	2	0
Dispute Type			
Adult offender	0	0	8
Assaults	1	0	0
Consumer/merchant	80	65	1
Breach of contract	86	162	93
Domestic relations	15	14	24
Employment	13	64	12
Juvenile offender	0	0	8
Landlord/tenant	44	82	58
Neighborhood	1	6	10
Noise/nuisance	0	1	1
Ordinance violation	6	3	9
Professional/client	47	67	12
Property	12	57	25
School problems	3	6	8
Trespass	0	0	0
Other	21	36	51

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Gryphon Place Kalamazoo	Community Reconciliation Center Kent	The Resolution Center Macomb
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	44	93	40
Mediated to agreement	81	242	339
Mediated without agreement	61	95	294
Facilitated	2	3	2
Arbitrated	0	145	0
Unamenable for mediation	2	4	8
Avg. duration of mediation (minutes)	70.3	77.3	68.8
Total fees received	\$9,205.00	\$14,775.00	\$27,192.00
Total amount of money distributed due to agree	\$76,218.41	\$258,682.81	\$358,396.62
No. of cases in which money was distributed	67	247	235
If No Mediation Held			
Initiator refuses to mediate	10	17	10
Respondent refuses to mediate	95	215	58
Initiator failed to show	1	4	0
Respondent failed to show	2	6	1
Both failed to show	1	0	0
Case dismissed by initiator	18	140	10
Unable to contact respondent	31	172	9
Loss of contact	5	37	11
<u>(Total A)</u>	353	1173	782
Additional Case Information Totals			
Returnee to mediation:			
New matter	0	563	9
Remediation of old matter	0	0	0
Non-compliance of old matter	0	0	0
Number of cases accepted	350	1141	804
<u>Number of cases disposed</u>	353	1173	782
Number of individuals served	1162	800	1870
Number of businesses served	254	476	572
Average number of days-intake to disposition	10.5	17.8	15.0
Case accepted where lawsuit initiated	241	758	542
Case resolved where lawsuit initiated	85	251	283
Sucessfully mediated case referred elsewhere	0	0	1
Non-mediated case referred elsewhere	0	0	0

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Gryphon Place Kalamazoo	Community Reconciliation Center Kent	The Resolution Center Macomb
Sixty day Follow-up			
Parties kept their agreement	11	168	331
Parties did not keep their agreement but agree to return to mediation	0	0	1
Parties did not keep their agreement and declined mediation	1	10	5
Lawsuit was resumed or filed	3	1	5
Referral Source			
Business/corporation	1	13	5
Community organization	9	25	209
Court	276	786	460
Friend	3	11	7
Government unit	36	72	39
Legal organization	1	11	6
Outreach efforts	0	39	0
Police, sheriff, state police	5	6	4
Private attorney	0	2	12
Prosecutor	1	0	0
Advertisement	2	4	4
Religious organization	0	0	0
School system	16	2	2
Self-referrals	2	183	33
Social service organization	1	4	1
Other	0	15	0
Dispute Type			
Adult offender	0	0	0
Assaults	2	4	6
Consumer/merchant	12	108	72
Breach of contract	62	611	196
Domestic relations	4	20	37
Employment	34	69	47
Juvenile offender	14	0	0
Landlord/tenant	87	139	78
Neighborhood	12	27	34
Noise/nuisance	0	3	0
Ordinance violation	3	4	1
Professional/client	56	17	33
Property	39	98	273
School problems	15	4	5
Trespass	0	0	0
Other	13	69	0

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Marquette-Alger Resolution Service Marquette	Westshore Dispute Resolution Center Muskegon	Oakland Mediation Center, Inc. Oakland
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	3	39	12
Mediated to agreement	68	334	1366
Mediated without agreement	31	51	763
Facilitated	0	0	1
Arbitrated	0	0	0
Unamenable for mediation	1	25	1
Avg. duration of mediation (minutes)	90.8	132.5	62.5
Total fees received	\$2,840.00	\$14,364.00	\$39,270.00
Total amount of money distributed due to agree	\$15,959.48	\$50,976.28	\$1,889,219.07
No. of cases in which money was distributed	17	132	889
If No Mediation Held			
Initiator refuses to mediate	1	19	3
Respondent refuses to mediate	14	161	38
Initiator failed to show	0	13	0
Respondent failed to show	22	12	2
Both failed to show	1	1	0
Case dismissed by initiator	7	57	10
Unable to contact respondent	0	93	8
Loss of contact	0	36	2
<u>(Total A)</u>	148	841	2206
Additional Case Information Totals			
Returnee to mediation:			
New matter	0	0	0
Remediation of old matter	1	0	0
Non-compliance of old matter	0	0	0
Number of cases accepted	148	841	2259
<u>Number of cases disposed</u>	148	841	2206
Number of individuals served	360	2597	5174
Number of businesses served	21	159	1955
Average number of days-intake to disposition	15.3	52.5	3.0
Case accepted where lawsuit initiated	113	319	2077
Case resolved where lawsuit initiated	58	319	1313
Successfully mediated case referred elsewhere	2	0	0
Non-mediated case referred elsewhere	0	2	0

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Marquette-Alger Resolution Service Marquette	Westshore Dispute Resolution Center Muskegon	Oakland Mediation Center, Inc. Oakland
Sixty day Follow-up			
Parties kept their agreement	6	388	67
Parties did not keep their agreement but agree to return to mediation	0	0	0
Parties did not keep their agreement and declined mediation	1	0	4
Lawsuit was resumed or filed	0	0	178
Referral Source			
Business/corporation	0	0	1
Community organization	0	0	3
Court	125	596	2082
Friend	6	15	1
Government unit	4	18	64
Legal organization	0	26	6
Outreach efforts	0	5	4
Police, sheriff, state police	0	94	14
Private attorney	6	17	6
Prosecutor	0	7	0
Advertisement	0	3	2
Religious organization	0	0	0
School system	1	6	1
Self-referrals	3	24	16
Social service organization	3	25	0
Other	0	5	6
Dispute Type			
Adult offender	0	59	0
Assaults	0	2	1
Consumer/merchant	38	68	258
Breach of contract	1	22	1021
Domestic relations	66	182	25
Employment	5	26	69
Juvenile offender	0	349	0
Landlord/tenant	10	58	373
Neighborhood	0	15	20
Noise/nuisance	0	1	6
Ordinance violation	0	0	8
Professional/client	0	8	229
Property	10	34	172
School problems	0	4	6
Trespass	0	0	3
Other	18	13	15

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Otsego County Otsego	Center for Dispute Resolution Ottawa	Mid-Michigan Dispute Resolution Center Saginaw
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	86	10	70
Mediated to agreement	110	101	160
Mediated without agreement	38	39	35
Facilitated	0	2	3
Arbitrated	0	0	0
Unamenable for mediation	0	3	53
Avg. duration of mediation (minutes)	130.8	57.3	64.0
Total fees received	\$5,595.00	\$13,971.00	\$7,567.00
Total amount of money distributed due to agree	\$406,973.19	\$139,700.00	\$365,782.00
No. of cases in which money was distributed	124	64	26
If No Mediation Held			
Initiator refuses to mediate	17	2	7
Respondent refuses to mediate	44	31	21
Initiator failed to show	1	1	6
Respondent failed to show	4	3	78
Both failed to show	0	0	14
Case dismissed by initiator	10	13	27
Unable to contact respondent	24	19	17
Loss of contact	5	6	17
<u>(Total A)</u>	339	230	508
Additional Case Information Totals			
Returnee to mediation:			
New matter	0	1	0
Remediation of old matter	2	1	1
Non-compliance of old matter	0	1	0
Number of cases accepted	407	236	493
<u>Number of cases disposed</u>	339	230	508
Number of individuals served	627	861	740
Number of businesses served	158	105	167
Average number of days-intake to disposition	23.0	20.3	24.0
Case accepted where lawsuit initiated	213	87	334
Case resolved where lawsuit initiated	134	56	171
Successfully mediated case referred elsewhere	0	0	1
Non-mediated case referred elsewhere	1	0	4

**COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS**

2004 Year to Date	Otsego County Otsego	Center for Dispute Resolution Ottawa	Mid-Michigan Dispute Resolution Center Saginaw
Sixty day Follow-up			
Parties kept their agreement	145	40	0
Parties did not keep their agreement but agree to return to mediation	0	0	0
Parties did not keep their agreement and declined mediation	2	7	0
Lawsuit was resumed or filed	79	0	0
Referral Source			
Business/corporation	2	1	1
Community organization	3	1	1
Court	213	173	413
Friend	2	3	20
Government unit	36	9	35
Legal organization	2	1	6
Outreach efforts	31	2	0
Police, sheriff, state police	2	3	0
Private attorney	8	5	10
Prosecutor	3	0	0
Advertisement	18	2	0
Religious organization	0	1	0
School system	0	8	9
Self-referrals	13	6	8
Social service organization	6	13	0
Other	0	2	5
Dispute Type			
Adult offender	1	0	0
Assaults	0	0	1
Consumer/merchant	42	11	37
Breach of contract	109	41	34
Domestic relations	38	54	25
Employment	15	8	19
Juvenile offender	13	21	41
Landlord/tenant	38	29	80
Neighborhood	18	5	0
Noise/nuisance	7	0	0
Ordinance violation	3	1	0
Professional/client	26	13	105
Property	18	35	24
School problems	4	9	80
Trespass	0	0	0
Other	7	3	62

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Human Development Commission Tuscola	The Dispute Resolution Center Washtenaw	Neighborhood Reconciliation Center Wayne
Case Disposition Totals			
Conciliated (resolved w/o formal mediation)	67	24	167
Mediated to agreement	129	226	214
Mediated without agreement	10	137	115
Facilitated	1	1	2
Arbitrated	0	0	3
Unamenable for mediation	2	7	81
Avg. duration of mediation (minutes)	99.5	115.7	117.0
Total fees received	\$0.00	\$4,125.00	\$32,223.32
Total amount of money distributed due to agree	\$415,505.26	\$643,092.00	\$300,255.60
No. of cases in which money was distributed	151	139	92
If No Mediation Held			
Initiator refuses to mediate	1	2	42
Respondent refuses to mediate	39	31	191
Initiator failed to show	0	1	6
Respondent failed to show	1	2	27
Both failed to show	0	2	2
Case dismissed by initiator	8	17	23
Unable to contact respondent	34	25	168
Loss of contact	4	7	54
<u>(Total A)</u>	296	482	1095
Additional Case Information Totals			
Returnee to mediation:			
New matter	0	2	0
Remediation of old matter	0	0	0
Non-compliance of old matter	0	0	0
Number of cases accepted	250	501	1171
<u>Number of cases disposed</u>	296	482	1095
Number of individuals served	520	1019	1911
Number of businesses served	321	169	134
Average number of days-intake to disposition	25.8	21.8	22.3
Case accepted where lawsuit initiated	0	387	337
Case resolved where lawsuit initiated	0	225	259
Successfully mediated case referred elsewhere	3	0	0
Non-mediated case referred elsewhere	4	0	2

COMMUNITY DISPUTE RESOLUTION PROGRAM
2004 ANNUAL STATISTICS

2004 Year to Date	Human Development Commission Tuscola	The Dispute Resolution Center Washtenaw	Neighborhood Reconciliation Center Wayne
Sixty day Follow-up			
Parties kept their agreement	48	59	87
Parties did not keep their agreement but agree to return to mediation	0	3	2
Parties did not keep their agreement and declined mediation	3	7	24
Lawsuit was resumed or filed	2	1	2
Referral Source			
Business/corporation	2	0	1
Community organization	6	1	6
Court	145	384	448
Friend	11	5	5
Government unit	14	8	155
Legal organization	5	4	3
Outreach efforts	95	3	0
Police, sheriff, state police	0	1	31
Private attorney	3	14	4
Prosecutor	0	1	0
Advertisement	0	0	416
Religious organization	1	1	0
School system	0	0	0
Self-referrals	2	45	24
Social service organization	0	8	0
Other	12	7	2
Dispute Type			
Adult offender	0	0	0
Assaults	0	0	6
Consumer/merchant	172	66	474
Breach of contract	24	80	69
Domestic relations	2	121	38
Employment	5	8	65
Juvenile offender	0	0	23
Landlord/tenant	18	52	53
Neighborhood	1	12	53
Noise/nuisance	0	0	54
Ordinance violation	1	1	4
Professional/client	25	36	16
Property	15	56	28
School problems	0	2	3
Trespass	0	0	1
Other	33	48	208

COMMUNITY DISPUTE RESOLUTION PROGRAM

COST PER CASE ANALYSES

Michigan's Community Dispute Resolution Act, 260 PA 1988, requires that the State Court Administrative Office annually report a variety of statistical data regarding operation of the program, including "estimated costs of hearing." In 1988, at the time the legislation was enacted, mediation was widely viewed as a process analogous to a traditional court hearing or case evaluation, pursuant to MCR 2.403. That is, upon notice given, a "hearing" would be held, a resolution reached, and paperwork disposing of the court case would be filed.

Community mediation actually followed an entirely different process model, however, and the notion of presenting evidence to a fact-finder in a traditional adversarial "hearing" does not exist. This is significant because the dispute resolution process employed at CDRP centers actually extends from the initial intake to either informal resolution by telephone or correspondence, or to a formal face to face meeting with possible later involvement of the mediator. While measuring only the costs of holding face to face meetings with the parties could be calculated, those figures would bear no meaningful relationship to dispute resolution process employed by the centers.

In short, because "hearings" in the traditional sense of the word do not take place in the overall work of CDRP centers, the State Court Administrative Office ("SCAO") instead provides a "cost per case" figure calculated by a number of methods. Each method provides a slightly different perspective on "cost per case," depending on whether just the annual CDRP grant or the center's entire application (projected) cash budget is used in the calculation. The four models shown below do not take into consideration the other services provided by the centers, such as conflict resolution training and providing assistance to courts in screening cases appropriate for mediation.

Model 1: **CDRP Award by Cases Disposed.** The SCAO Community Dispute Resolution Program award is divided by all cases disposed. This number reflects that there is work performed in every case opened, whether or not parties reach an agreement, or if agreements are not reached because one or more parties refuse to use the centers' services.

Model 2: **Application Cash Budget by Cases Disposed.** The total application cash budget (as projected in grant applications submitted to request funding) divided by all cases disposed. This number reflects not only the CDRP award, but the additional funds that are projected to be available to the center for provision of mediation service, training and other dispute resolution services.

Model 3: **CDRP Award by Core Cases.** The SCAO award divided by the number of "core cases." Core cases include mediations (face to face meetings), conciliations (usually telephonic negotiated settlements where parties do not meet face to face), arbitrations, and meeting facilitations.

Model 4: **Application Cash Budget by Core Cases.** The total application cash budget (as projected in grant applications) divided by number of "core cases."

Note: Cost per case generally should not be used as a single measure of a CDRP center's performance. Factors such as case type and case complexity may significantly affect cost calculations. For example, centers with higher levels of small claims cases may reflect lower cost per case figures than centers managing more complex general jurisdiction or probate cases.

COMMUNITY DISPUTE RESOLUTION PROGRAM

COST PER CASE ANALYSES

	Citizens Mediation Service, Inc.	Citizen Dispute Resolution Service, Inc.	Eastern UP Dispute Resolution Center, Inc.
	Berrien, Branch, Cass, St. Joseph, Van Buren	Charlevoix, Emmet	Chippewa, Luce, Mackinac
2004 CDRP Award	\$77,000.00	\$70,441.65	\$57,552.56
CDRP Award by Cases Disposed (per case)	\$122.81	\$183.44	\$115.80
Application Cash Budget by Cases Disposed (p/case)	\$163.78	\$294.28	\$120.63
CDRP Award by Core Cases (per case)	\$210.38	\$262.84	\$355.26
Application Cash Budget by Core Cases (per case)	\$280.58	\$421.65	\$370.08

	Resolution Services Program	Community Dispute Resolution Center of Genesee County, Inc.	Western UP Mediators
	Delta, Menominee, Schoolcraft	Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, Saginaw	Gogebic, Baraga, Dickinson, Houghton, Iron, Keweenaw, Ontonagon
2004 CDRP Award	\$82,161.00	\$91,097.52	\$47,421.74
CDRP Award by Cases Disposed (per case)	\$264.18	\$202.89	\$213.61
Application Cash Budget by Cases Disposed (p/case)	\$304.44	\$216.25	\$225.08
CDRP Award by Core Cases (per case)	\$421.34	\$268.72	\$230.20
Application Cash Budget by Core Cases (per case)	\$485.54	\$286.42	\$242.56

	Community Reconciliation Services, Inc.	Dispute Resolution Center of Central Michigan	Southeastern Dispute Resolution Services
	Grand Traverse, Benzie, Leelanau, Missaukee, Wexford	Ingham, Clinton, Eaton, Gratiot, Ionia, Shiawassee	Jackson, Hillsdale, Lenawee, Monroe
2004 CDRP Award	\$40,728.08	\$86,000.00	\$61,611.68
CDRP Award by Cases Disposed (per case)	\$123.79	\$152.75	\$192.54
Application Cash Budget by Cases Disposed (p/case)	\$163.00	\$298.25	\$359.88
CDRP Award by Core Cases (per case)	\$184.29	\$218.83	\$324.27
Application Cash Budget by Core Cases (per case)	\$242.65	\$427.26	\$606.11

COMMUNITY DISPUTE RESOLUTION PROGRAM

COST PER CASE ANALYSES

	Dispute Resolution Services	Dispute Resolution Center of West Michigan	The Resolution Center
	Kalamazoo, Barry, Calhoun	Kent, Isabella, Lake Mecosta, Montcalm, Newaygo, Osceola	Macomb, St. Clair
2004 CDRP Award	\$79,020.00	\$105,847.21	\$137,798.00
CDRP Award by Cases Disposed (per case)	\$223.85	\$90.24	\$176.21
Application Cash Budget by Cases Disposed (p/case)	\$296.20	\$173.93	\$216.95
CDRP Award by Core Cases (per case)	\$420.32	\$183.13	\$204.15
Application Cash Budget by Core Cases (per case)	\$556.16	\$352.97	\$251.35

	Marquette-Alger Resolution Service	Westshore Dispute Resolution Center	Oakland Mediation Center, Inc.
	Marquette, Alger	Muskegon, Manistee, Mason, Oceana	Oakland
2004 CDRP Award	\$45,085.50	\$54,397.00	\$194,872.00
CDRP Award by Cases Disposed (per case)	\$304.63	\$64.68	\$88.34
Application Cash Budget by Cases Disposed (p/case)	\$468.73	\$162.87	\$183.67
CDRP Award by Core Cases (per case)	\$442.01	\$128.29	\$90.98
Application Cash Budget by Core Cases (per case)	\$680.12	\$323.06	\$189.16

	Community Mediation Services	Center for Dispute Resolution	Mid-Michigan Dispute Resolution Center *
	Otsego, Alcona, Alpena, Antrim, Cheboygan, Crawford, Iosco, Kalkaska, Montgomery, Oscoda, Presque Isle	Ottawa, Allegan	Saginaw-Bay-Midland Area
2004 CDRP Award	\$82,277.05	\$39,353.00	\$52,324.80
CDRP Award by Cases Disposed (per case)	\$242.71	\$171.10	\$103.00
Application Cash Budget by Cases Disposed (p/case)	\$249.19	\$344.40	\$276.28
CDRP Award by Core Cases (per case)	\$351.61	\$258.90	\$195.24
Application Cash Budget by Core Cases (per case)	\$361.01	\$521.14	\$523.70

LEGEND

* This program was funded for the first 6 months of year. Services provided to this 13 county service area were taken over by neighboring CDRP Centers.

COMMUNITY DISPUTE RESOLUTION PROGRAM

C O S T P E R C A S E A N A L Y S E S

	Center for Dispute Resolution Tuscola, Huron, Lapeer, Sanilac	Dispute Resolution Centers of Michigan, Inc. Washtenaw, Livingston	Neighborhood Reconciliation Center Wayne
2004 CDRP Award	\$39,458.90	\$90,143.00	\$376,759.00
CDRP Award by Cases Disposed (per case)	\$133.31	\$187.02	\$344.07
Application Cash Budget by Cases Disposed (p/case)	\$160.53	\$461.09	\$403.27
CDRP Award by Core Cases (per case)	\$190.62	\$232.33	\$752.01
Application Cash Budget by Core Cases (per case)	\$229.55	\$572.80	\$881.39

Statewide Averages

2004 CDRP Award	\$91,016.65
CDRP Award by Cases Disposed (per case)	\$157.25
Application Cash Budget by Cases Disposed (p/case)	\$243.46
CDRP Award by Core Cases (per case)	\$233.12
Application Cash Budget by Core Cases (per case)	\$360.93